



2016 INTERN HANDBOOK

THIS HANBOOK BELONGS TO:

STARTING SCORES

Words Per Minute (WPM)

Northstar Email Assessment

Northstar Excel Assessment

Northstar Word Assessment

FINAL SCORES

Words Per Minute (WPM)

Northstar Email Assessment

Northstar Excel Assessment

Northstar Word Assessment

SUMMER TRAINING TOPICS AND SCHEDULE

Launch Day 1 (June 14)

- ☐ Trello & Keyboarding
- ☐ Pre-assessments (Email, Excel, Microsoft Word)
- ☐ Proofreading
- ☐ Interpersonal Communication: Conversational Skills
- ☐ Team Building

Launch Day 2 (June 15)

- ☐ Calendaring & Outlook
- ☐ Professional Email
- ☐ Note Taking
- ☐ Phone Etiquette
- ☐ Cultural Awareness

Week 1 (June 21/22)

- ☐ Team Building
- ☐ Keyboarding
- ☐ Excel – Part I

Week 2 (June 28/29)

- ☐ Alphabetic Indexing & Filing
- ☐ Keyboarding
- ☐ Excel – Part II

Week 3 (July 5/6)

- ☐ Interpersonal Communication: Feedback & Evaluation
- ☐ Keyboarding
- ☐ Microsoft Word

Week 4 (July 13/19) – *Tuesday training skips one week for the College and Financial Literacy Fair.*

- ☐ Public Speaking
- ☐ Keyboarding

Week 5 (July 20/26) – *We will have guests on these days; dress professionally.*

- ☐ Networking
- ☐ Keyboarding

Week 6 (July 27/ August 2)

- ☐ Preparation for Final Performance Reviews
- ☐ Post-assessments
- ☐ Celebration!

TABLE OF CONTENTS

I. Professional Skills

Alphabetic Indexing and Filing: <i>File Under Alphabet</i>	1
Conversational Skills: <i>My Question Bank</i>	3
Feedback & Evaluation: <i>So, How Am I Doing</i>	4
Networking: <i>Good Informational Interview Questions</i>	5
Networking: <i>Writing Great Thank You Notes</i>	6
Note Taking: <i>Take Notes for Your Partner</i>	8
Note Taking: <i>Improve on Your Partner's Notes</i>	9
Phone Etiquette: <i>Office Phone Features</i>	10
Phone Etiquette: <i>Professional Voice Messages</i>	11
Phone Etiquette: <i>Leave a Professional Voice Message</i>	12
Proofreading: <i>The Better Letter</i>	13
Proofreading: <i>Proofread Like a Pro!</i>	14
Proofreading: <i>Proofreading Marks</i>	15
Proofreading: <i>Proof of a Good Friend</i>	16
Public Speaking: <i>I Am From</i>	17
Team-Building: <i>The Marshmallow Challenge</i>	18

II. Technical Skills

Calendaring & Microsoft Outlook: <i>Key Features in Outlook (Calendar View)</i>	21
Calendaring & Microsoft Outlook: <i>Let's Get Together!</i>	22
Calendaring & Microsoft Outlook: <i>Using a Workplace Calendar</i>	24
Professional Email: <i>Formatting a Professional Email</i>	25
Professional Email: <i>Write a Professional Email</i>	26
Microsoft Excel: <i>Key Features in Excel</i>	27
Microsoft Excel: <i>Working With Cells in Excel</i>	28
Microsoft Excel: <i>Working With Columns, Rows, and Numbers</i>	29
Microsoft Excel: <i>Charting Your Island Survival</i>	30
Microsoft Word: <i>Key Features in Microsoft Word</i>	31
Microsoft Word: <i>Working in Microsoft Word</i>	32
Microsoft Word: <i>My Dream Music Festival</i>	33
Trello: <i>Create a Trello Account</i>	34
Trello: <i>Join a Trello Board</i>	35

III. Digital Literacy Standards

Northstar Digital Literacy Standards for Email	37
Northstar Digital Literacy Standards for Excel	38
Northstar Digital Literacy Standards for Word	39
YJ02 Standards for Workplace Calendars	40

IV. YJ02 Workplace and Training Policies

Attendance	43
Dress Code	44
Social Media and Online Activity	45

V. Your Notes

Professional Skills

FILE UNDER ALPHABET

Activity A.1 – Indexing Our Names

INSTRUCTIONS: Use alphabetic indexing to convert your name and your partner's name into the correct filing segment.

Your name: _____

Filing Segment: _____, _____

Partner name: _____

Filing Segment: _____, _____

EXAMPLE LIST SORTED BY ALPHABET			
Filing Segment	Key Unit	Unit 2	Unit 3
Andrew, Paul F.	Andrew	Paul	F
Andrew, Paul Felix	Andrew	Paul	F <u>elix</u>
Andrews, John	Andrew <u>s</u>	John	
Balenciaga, Maria	<u>B</u> alenciaga	Maria	
Button Roofing Company	<u>B</u> utton	Roofing	Company
Buttoner, Amelia	Buttone <u>r</u>	Amelia	
Perez, K. Warren	<u>P</u> erez	K	Warren
Perez, Katie	Perez	<u>K</u> atie	
The Signal House	Signal	House	The

Activity A.2 – Getting Sorted

INSTRUCTIONS: Index and code each filing segment in the table below. Then number the names from 1-9 in the order that they should be filed.

Name	Order	Key Unit	Unit 2	Unit 3
Tony Blacksmith				
Mateo Ignacio				
Jennifer Yang				
Darrell Roberts				
Tony Blacksmith Chemicals				
Anita Blacksmith				
An Extraordinary Kitchen	1	An	Extraordinary	Kitchen
J.D. Yang				
Flora Robert				

Activity A.3 – Alphabetic Pairs

INSTRUCTIONS: For each pair of names, write “Yes” if the pair is listed in the correct order. Write “No” if they are in the wrong order.

1. _____

- a. Jetter Fuel, Inc.
- b. Rahm Jette

4. _____

- a. Georgia Soto
- b. Georgia Soto Museum

2. _____

- a. Eugene Simms
- b. Eula Simmons

5. _____

- a. Van Cook
- b. Vahn Cooke

3. _____

- a. Round Top Sneakers
- b. Roundtop Restaurant

6. _____

- a. Pahoua Vang
- b. P.A. Vang

Activity A.4 – Order in the File Cabinet!

INSTRUCTIONS: Index and code the names, then write them in the correct order on the file tabs.

John Johnson

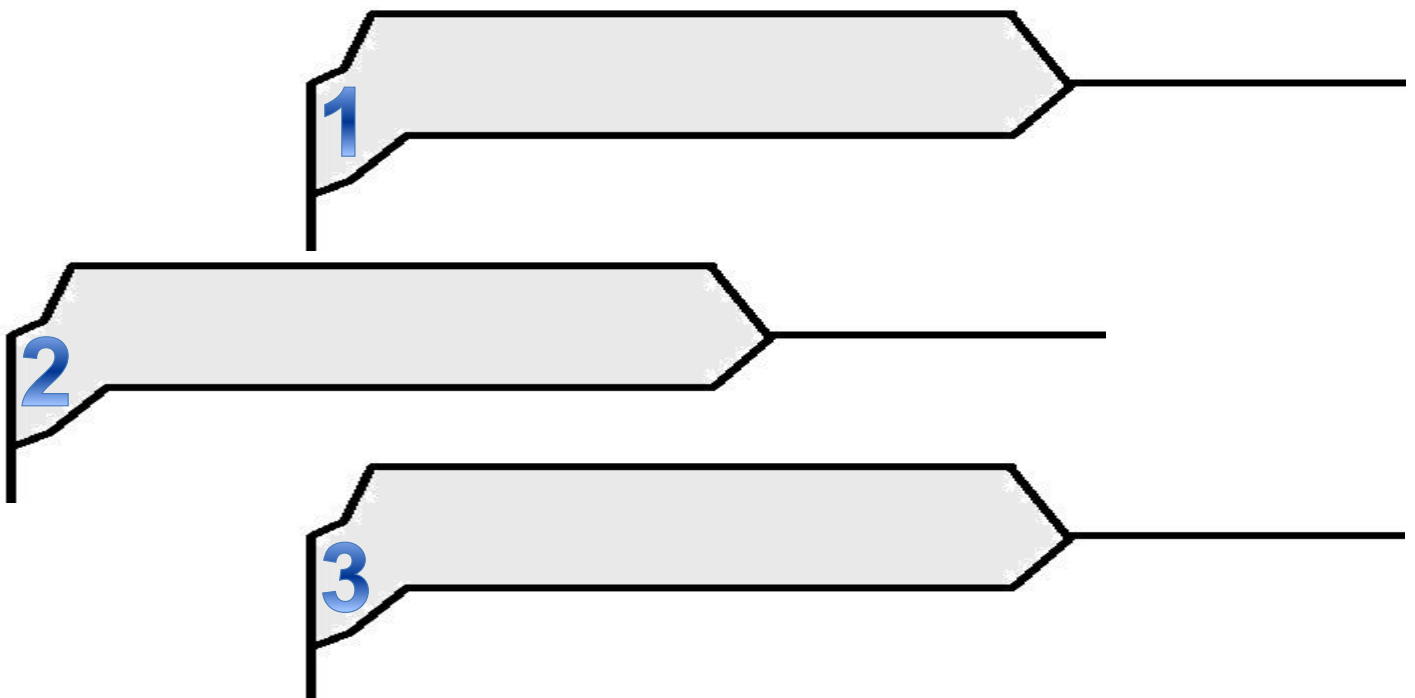
Filing Segment: _____, _____

John Johnson Foundation

Filing Segment: _____, _____

Jacinta A. Johnson

Filing Segment: _____, _____



MY QUESTION BANK

INSTRUCTIONS: Examine the conversational questions posted by your fellow interns. Jot down the questions that you think would make the best conversation starters or topics.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

SO, HOW AM I DOING?

INSTRUCTIONS: Write down 2 strengths you feel you bring to your internship and 1 area where you want to improve.

Strengths:

1. _____
2. _____

Area of Growth:

1. _____

INSTRUCTIONS: Exchange handbooks with your partner. Run through the following role play. After a five minutes, switch roles.

Role 1: Supervisor

- ☐ Thank the intern for being there.
- ☐ Explain that the feedback is meant to help them grow as a young professional.
- ☐ Share their two strengths and one area of growth.
- ☐ Ask if the intern has questions.

Role 2: Intern (Yourself)

- ☐ Listen carefully.
- ☐ Ask questions.
- ☐ Thank the supervisor for sharing this feedback with you.

GOOD INFORMATIONAL INTERVIEW QUESTIONS

INSTRUCTIONS: With your small group, come up with 10 good questions you could ask in an informational interview to learn more about a person's life story, career, and organization. Make sure to record them here for yourself.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

WRITING GREAT THANK YOU NOTES

INSTRUCTIONS: Write a thank you note to each of the guests from today's informational interviews.

Guest Name: _____

Guest Name: _____

Guest Name: _____

Say thank you!

- For their time.
- For their willingness to share their experiences.
- For their insight/ perspective/ advice.

Mention something specific from the conversation.

- Something new that you learned.
- A piece of advice that was especially helpful.
- A person they told you to talk to, or book they recommended for you to read, or a resource they shared.

Mention next steps.

- What are you doing with what they gave you? Will you read the book? Talk to the person? Use their advice?

Thank them again.

- You can also offer to be of assistance if they need help in the future.

<p><i>Nina Jones</i> <i>1144 Job Search Avenue</i> <i>Saint Paul, MN 55101</i></p>	<div>STAMP</div>
<p><i>Ms. Muddy Waters</i> <i>6789 Info Lane</i> <i>Bloomington, MN 55437</i></p>	

[TOP INSIDE FLAP]

Salutation

Dear Ms. Waters,

I wanted to thank you for taking the time to meet with me yesterday to share your experiences in the IT industry. You provided a new perspective on what it means to succeed in this field as a woman, and I especially appreciated your advice to read "To the Top," which I have already reserved at the library! If there is any way I can be of help to you in the future, please let me know. Thanks again!

Body

Best wishes,

Closing

Nina Jones

Signature

TAKE NOTES FOR YOUR PARTNER

DATE: _____

TOPIC: _____

NOTES:

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

IMAGES:

IMPROVE ON YOUR PARTNER'S NOTES

DATE: _____

TOPIC: _____

NOTES:

[illegible]

IMAGES:

OFFICE PHONE FEATURES

INSTRUCTIONS: Record the correct name next to the correct item on the phone below based on the PowerPoint presentation.



PROFESSIONAL VOICE MESSAGES

Tips:

- Prepare your message before you pick up the phone.
- Speak slowly.
- Keep it short.
- If you get cut off by the machine, call back, apologize, and leave your number again.

Parts of a Voice Message:

1. Introduce yourself.

- “Hi! My name is Ginny Liu from Right Track.”

2. If you reach the company’s main answering machine, say who you are calling for.

- “This message is for Nancy June.”

3. Explain (briefly) why you are calling.

- “I was supposed to be interviewed on Wednesday, May 15th but unfortunately I will have to reschedule.”

4. Tell them what you need them to do.

- “If someone could please call me back...”

5. Let them know when it is best to call.

- “I will be available every day this week after 3pm...”

6. Provide your phone number slowly, then repeat.

- “...at XXX-XXX-XXXX. That is XXX-XXX-XXXX.

7. Give a closing.

- “Thank you!”
- “Have a great day!”

EXAMPLE: “Hi! My name is Ginny Liu from Right Track. This message is for Nancy June. I was supposed to be interviewed on Wednesday, May 15th but unfortunately I will have to reschedule. If someone could please call me back, I will be available every day this week after 3pm at XXX-XXX-XXXX. That was XXX-XXX-XXXX. Thank you!”

LEAVE A PROFESSIONAL MESSAGE

INSTRUCTIONS: Call your job coach at _____. Leave a message as if you are calling your new supervisor, Aliyah, to let her know that you cannot find the address for your first day of work.

Introduce yourself.

If you reach the company's main answering machine, say who you are calling for.

Explain (briefly) why you are calling.

Tell them what you need them to do.

Let them know when it is best to call.

Provide your phone number slowly, then repeat.

Give a closing.

THE BETTER LETTER

INSTRUCTIONS: Find the differences between these two letters.

1 Awesome Place
Saint Paul, MN 55103

June 8, 2015

Filmona Gebreab
Senior Researcher
Big Company, Inc.
100 Big Company Lane
Saint Paul, MN 55101

Dear Ms. Gebreab:

People read cover letters quickly. Therefore, get to the point in the first paragraph—the first sentence, if possible. In other words, state what you want up front.

Single space your letters and use a serif typeface (meaning a typeface with the lines at the bottom of the letters). Skip one line between paragraphs. Because people read business letters quickly, use shorter sentences and paragraphs than you would in a short story or personal writing. Sentences should average fewer than twenty words, and paragraphs should average fewer than seven lines.

Space your letter on the page so that it does not crowd the top. However, if possible, keep your letter to one page. Second pages often are not read. Send copies to anyone whose name you mention in the letter or who would be directly affected by the letter.

Final paragraphs should tell readers what you want them to do or what you will do for them.

Sincerely,

Shenita Intern

Cc: Ima Boss

One Awesome Place
St. Paul, MN 55103

June 18, 2015

Filmona Gebrab
Senior Researcher
Big Company Inc
100 Big Company Lane
Saint Paul, MN 55102

Dear Ms. Gebreab,

People read cover letters quickly. Therefore, get to the point in the first paragraph-the first sentence, if possible. In other words, state what you want up front.

Single space your letters and use a Serif typeface (meaning a typeface with the lines at the bottom of the letters). Skip 1 line between paragraphs. Because people read letters quickly, use shorter sentences and paragraphs than you would in a short story or personal writing. Sentences should average fewer than thirty words, and paragraphs should average fewer than seven lines.

Space your letter on the page so that it does not crowd the top. However, if possible, keep your letter to one page. Second pages often not read. Send copies to anyone whose name you mention in the letter or who would be directly affected by the letter.

Final paragraphs should tell readers what you want them to do and what they will do for you.

Sincerely,

Shenita Intern

Cc: Ima Boss

PROOFREAD LIKE A PRO!

Writing is an essential form of communication in college and in many white collar professions today. Whether you are applying for a job, sending an email to a client, or putting together a presentation for your colleagues, it is important that you learn to proof your work for any errors that could give the impression that you don't pay enough attention to the details.

Proofreading is not editing. It is not about what we write. It is about how we write – catching errors in grammar, spelling, sentence structure, and formatting.

Here are some tips for helping you proof your own work or the work of your colleagues:

1. Finish writing/creating before you proofread.

- Never proofread until you have your final draft completed. Any time you change the text, you can make new mistakes, so you want to look at your final draft when proofreading.

2. Take a break.

- Even if it is just 10 minutes, resting your brain will improve your ability to focus.

3. Look for one type of error at a time. For example, look at punctuation, then spelling.

4. Read slowly and read every word.

5. Double-check all dates, names, figures, and facts.

- Sometimes everything is spelled correctly, but the dates, locations, statistics or names are wrong. This is a common error, especially when updating an old document.

6. For important messages and documents, proofread a hard (printed) copy.

7. Read out loud.

- Hearing the words out loud can sometimes help you catch things you would not notice by reading silently.

8. Use spellcheck, but do not rely on spellcheck alone.

- If the computer tells you a word is spelled incorrectly, do not ignore it!
- WARNING: computers identify misspelled words, but do not tell you are using the correct word for the context. When in doubt, use a dictionary (like [Meriam-Webster.com](https://www.merriam-webster.com)).

9. Learn your common mistakes and do a special round of proofing for them.

- Do you often confuse “their” and “there”? Do you frequently forget to capitalize the beginning of sentences? Keep a special eye out for your own common errors.

10. If you make any corrections or changes, reread the sentence or the paragraph to make sure everything still makes sense.

11. Ask someone else to review your work. When proofing, four eyes beat two eyes every time.

PROOFREADING MARKS

	Delete something from the text.	You u are a good and friend.
	Insert something into the text.	I love ^{to} eat mangoes ^{and} avocados.
	Add a space.	Iss [#] she here everyday [#] ?
	No space: close the gap.	She's scared of every <u>thing</u> .
	Delete and close the gap.	Our comp anny <u>is</u> growing.
	Indent or create a new paragraph here.	It made him mad. ^A Still, it was the right thing to do.
	Keep sentences together in one paragraph.	She ate pizza. Then she ate cake.
	Transpose (switch) two letters or words.	My <u>are</u> feet really <u>dod</u> .
	Change or insert a letter.	I ate ^o to much ^a cike.
	Change to a capital letter.	Peter and Abdi saw <u>ms.</u> <u>lopez</u> at the store.
	Change to a lowercase (small) letter.	We N eed to C atch the B us B y N oon.
	Spell it out.	I am <u>2</u> happy for <u>u</u> .
	Insert a period.	I am interested in the job. <u>Is</u> it still open?
	Insert question mark.	Where is the break room <u>?</u>
	Insert a comma.	I live in Saint Paul <u>,</u> Minnesota.
	Insert an apostrophe.	It's not my supervisors' fault.
	Insert quotation marks.	She asked, "Why?"
	Correct a spelling error.	They often practice their keybo <u>rd</u> ing skills.

PROOF OF A GOOD FRIEND

INSTRUCTIONS: Your friend Jamil comes back excited to reach out to someone he heard on a panel. He wants to make a good impression because he thinks he can learn a lot from this person. He asks you to proof his letter before he hits send.

Carefully proof Jamil's email and help him make a good first impression. TIP: *there are 20 separate errors in his email.*

dear Ms Hoyos,

Yesterday i heard you speak on a panel about how you became a restaurant owner in minneapolis. I was inspired that u were able to come here from some where far away like Columbia, work so hard, raise your your kids and still start Marias Café, a busniss that is such an important part of the community. One day soon I would like to start my own business My family is from Laos and I would love 2 bring alot of good Laotian food to Satin Paul. I like would to learn more about how you used catering to get your name out there. Would u be able to meet with Me and have some coffee I would be hapy to treat you.

Thank youu for considering!

Jamil

I AM FROM

I Am From...

I Am From...

I Am From...

I Am From...

I Am ...

THE MARSHMALLOW CHALLENGE

INSTRUCTIONS: With your team, build the tallest freestanding structure that you can, using the materials in your supply kit.

Supplies:

- 20 spaghetti noodles
- String
- Masking tape
- Scissors
- 1 marshmallow

Guidelines:

- The structure has to be based on the table top and cannot be suspended from something else.
- The entire marshmallow must be placed at the very top of the structure.
- You can use as many or as few of your supplies as you need.
- You can break the spaghetti and/or cut the string and tape as needed.
- You have 18 minutes to work. At the end of 18 minutes, you can no longer touch or hold your structure. You must step away from the structure or you will be disqualified.
- The winning team is the one with the tallest structure still standing by the end of the contest.

Technical Skills

KEY FEATURES IN OUTLOOK (CALENDAR VIEW)

TABS

RIBBON

COMMAND BUTTONS

MONTHLY CALENDAR

OPEN CALENDAR

SEARCH

NAVIGATION PANE

The screenshot shows the Microsoft Outlook interface in Calendar View. The ribbon at the top includes tabs for File, Home, Send / Receive, Folder, View, McAfee E-mail Scan, and Laserfiche. The Home tab is active, displaying various command buttons for creating appointments, meetings, and items, as well as navigation and management options. The left navigation pane is highlighted with a red box and labeled 'NAVIGATION PANE', containing sections for My Calendars (with 'YJ02 Calendar B' selected), Other Calendars, Shared Calendars, Mail, Calendar, Contacts, and Tasks. A 'MONTHLY CALENDAR' view is shown in the left pane, displaying a calendar grid for August 2016. The main calendar area shows a weekly view for August 22-26, 2016, with two appointments: 'Appointment A' on Tuesday, August 23, and 'Appointment B Location' on Thursday, August 25. A 'SEARCH' box is located in the top right of the main calendar area. The status bar at the bottom indicates 'Items: 2', 'This folder is up to date.', 'Connected to Microsoft Exchange', and a zoom level of 100%.

	22 Monday	23 Tuesday	24 Wednesday	25 Thursday	26 Friday
9 am					
10 ⁰⁰		Appointment A			
11 ⁰⁰				Appointment B Location	
12 pm					
1 ⁰⁰					
2 ⁰⁰					
3 ⁰⁰					

Tasks: 0 Active tasks, 0 Completed tasks

Items: 2 | This folder is up to date. | Connected to Microsoft Exchange | 100%

LET'S GET TOGETHER!

INSTRUCTIONS: You just started working at the receptionist's desk at Busy Company and you are asked to handle all phone call requests. You receive several questions regarding your co-workers, Hianthi and Saul. Read their calendars to find the correct answer to each question.

	11 Monday	12 Tuesday	13 Wednesday	14 Thursday	15 Friday
8 am					
9 ⁰⁰		Weekly Check-In		All Staff Meeting	
10 ⁰⁰					Interview Job Coaches Conference Room B
11 ⁰⁰					
12 pm					
1 ⁰⁰	Lunch with Amelia				
2 ⁰⁰	YJPro Fair Rehearsal Science Museum of Minnesota				
3 ⁰⁰					
4 ⁰⁰					
5 ⁰⁰			Coffee with Jamal from Xcel Energy Caribou (Rice St.)		

Hianthi's Calendar

	11 Monday	12 Tuesday	13 Wednesday	14 Thursday	15 Friday
8 am				Out of Office (OOO)	
9 ⁰⁰	Application Session Harding High School	Weekly Check-In			
10 ⁰⁰					
11 ⁰⁰			Workforce Readiness Conference 445 Minnesota Street, Saint Paul, MN 55101		
12 pm					
1 ⁰⁰		Pick up supplies for interviews			
2 ⁰⁰					
3 ⁰⁰					
4 ⁰⁰		Leaving work early			

Saul's Calendar

Reading Workplace Calendars

1. A student would like to find Saul's application session. Where should he go?

2. Why can't Saul attend the All-Staff Meeting?

3. Amelia needs to move her lunch date with Hianthi. Is Hianthi available from 12 – 1 PM on Monday the 11th?

4. Is Saul available for a meeting on Friday the 15th?

5. It is Wednesday the 13th and Hianthi is at the Caribou on Sheppard Road waiting for Jamal, but he is not there. Where is Jamal?

6. What times does Saul's Workforce Readiness Conference end?

7. The new supervisor wants to schedule a three-hour meeting with Hianthi and Saul. What day and time are they both available to meet for three hours?

USING A WORKPLACE CALENDAR

INSTRUCTIONS: After watching the demonstration, complete the following activity to practice your basic calendaring skills. All tasks should be completed using the command buttons in Outlook.

- ___ Find July 1 on your calendar in Outlook.
- ___ Open a new calendar appointment that begins at 10:00 AM.
- ___ In the subject line, add the title "Team Meeting."
- ___ In the location field, add Conference Room A (RightTrack-ConfRmA@ci.stpaul.mn.us)
- ___ Adjust the end time so that the appointment stops at 12:00 PM.
- ___ Check to see if your job coach is available and then invite them to the appointment.
- ___ Add a message to the body of the appointment, inviting your job coach to the meeting.
- ___ Set your availability for this appointment to "Tentative."
- ___ Set up the appointment to reoccur for two Fridays.
- ___ Set up a reminder to go off 1 day before the appointment.
- ___ In your inbox, find the calendar invitation from your job coach that has your first and last name as the subject line.
- ___ Accept the calendar invitation from your job coach with a brief message thanking them for the invitation.

My Job Coach's Email Address: _____

Tips & Tricks for Sending Calendar Invitations

1. For the subject line, be specific. (Ex. "Weekly Staff Meeting" instead of "Meeting.")
2. The "All day event" box next to the start/end times is useful if you are setting an away message or will be busy the entire day with an event.
3. If the appointment is just for you, you can use the message field to leave notes for yourself.
4. If you need to prepare in advance for an appointment, set the reminder several days out.
5. Use "Free" if you are trying to remind yourself about something, but are available for phone calls, meetings, etc. (Ex. "Submit timecard.")

FORMATTING A PROFESSIONAL EMAIL

"Cc" field: For anyone who should be kept in the loop, but does not need to respond or take action on the information.

"To" field: Enter the email address(es) of the person or people to whom you are sending your message.

Subject: The title of your email. The main reason you are writing.

Greeting: Acknowledge the person or people to whom you are writing.

Body: This is the topic or focus of your email. Remember to use paragraphs to make the message easy to read.

Closing: Finish the email with "Sincerely," "Thank you," or another respectful closing.

Signature: Your name. The first time you email someone, always use first and last names. After that, you can use just your first name.

Email Content:

To: GR greggreg@workplace.com

Cc: JO jobcoach@stpaul.gov

Subject: Interview Request

Dear Mr. Greg,

Hello! I am an intern in the Right Track program and today, when I was talking to my job coach, she mentioned that you are always willing to hire high school students for the fall.

I have valuable experience working at Target in customer service, and this summer I answered phone calls, filed confidential paperwork, and helped organize the summer celebration with my supervisor. I am very interest in using these skills to contribute to your team at The Workplace.

Would you be willing to discuss the open position with me by phone? I would very much appreciate any time you can offer. I am available any time after 3pm on week days.

Thank you for your time!

Katie Intern

Checklist to Proof Your Email for Professionalism

- ___ The correct people are in the "To" and "Cc" fields
- ___ The subject line states the main purpose of email
- ___ There is a greeting to acknowledge the person/people to whom you are writing
- ___ The body of the email provides an explanation of why you are writing
- ___ The email includes a respectful closing
- ___ The email is signed with your name
- ___ All misspelled words and punctuation/grammatical errors are corrected

WRITE A PROFESSIONAL EMAIL

INSTRUCTIONS: Use the email account you check most often to send a professional email to your job coach. (Only use a school account if you can check that account during the summer).

The body of your email should include a short biography of who you are, including:

- 1-2 personal interests or passions
- What you hope to gain or learn by participating in YJ02 this summer

Evaluation

Your email will be evaluated for its professionalism and you will receive feedback to help you improve.

This is the criteria by which your email will be evaluated:

- _____ The correct people are in the "To" and "Cc" fields
- _____ The subject line states the main purpose of email
- _____ There is a greeting to acknowledge the person/people to whom you are writing
- _____ The body of the email provides an explanation of why you are writing
- _____ The email includes a respectful closing
- _____ The email is signed with your name
- _____ All misspelled words and punctuation/grammatical errors are corrected

Bonus points:

- _____ Cc: program manager
- _____ Break up the body of the email with paragraphs (as appropriate)

YOUR NOTES

Job Coach Name: _____

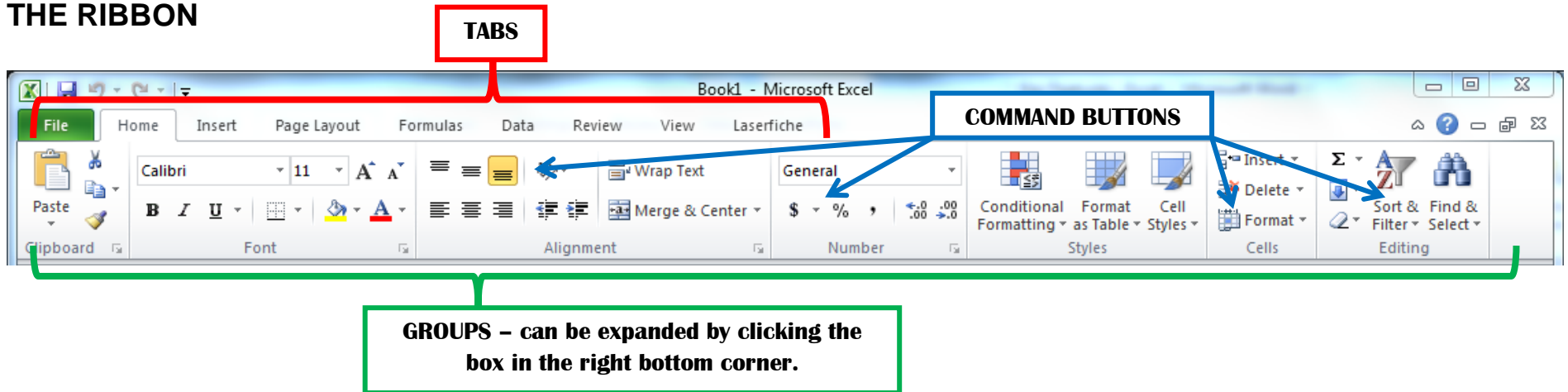
Job Coach Email: _____

Program Manager Name: _____

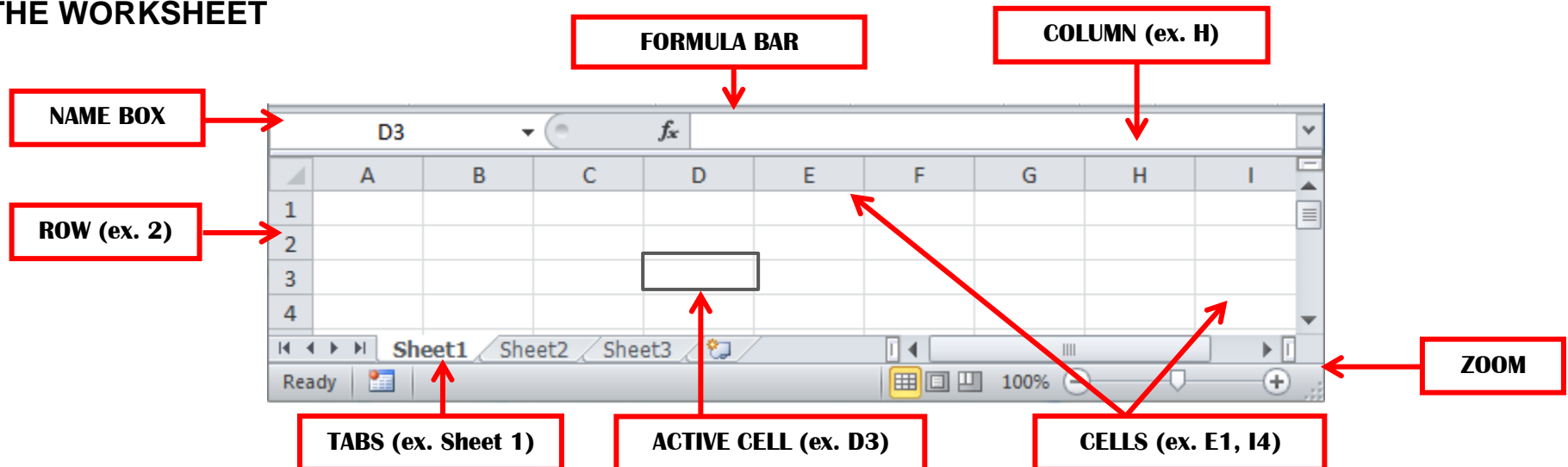
Program Manager Email: _____

KEY FEATURES IN EXCEL

THE RIBBON



THE WORKSHEET



WORKING WITH CELLS IN EXCEL

INSTRUCTIONS: After watching the demonstration, complete the following exercise in the *Excel1_Workbook* file to practice your basic Excel skills. All tasks should be completed using the command buttons on the ribbon in Excel.

CELL	INSTRUCTIONS	COMPLETE
A1	Bold the text.	
A2	Align the text with the top border of the cell.	
A3	Merge with cell B3.	
A4	Fill the cell with blue.	
A5	Center the text.	
A6	Set the number to the accounting number format. (\$)	
B1	Decrease the decimal point by 2.	
B2	Change the font size to 28.	
B3	Ignore this cell. It should already be merged with cell A3.	
B4	Align the text to the right border of the cell.	
B5	Change the font face to Broadway.	
B6	Italicize the text.	
C1	Underline the text.	
C2	Wrap the text to fit in the cell.	
C3	Change the number to a percentage.	
C4	Change the font color to green.	
C5	Change the date to the long date format.	
ALL	Add borders to all cells from the exercise (A1-A6, B1-B6, C1-C6) using the "All Borders" command button.	
C6	Add a thick box border to the cell.	
Final steps:		
	Adjust the three columns to be an even width and hold all the text.	
	Copy the cells inside the borders and paste them onto Sheet 2.	
	Change the name on the second sheet tab from "Sheet 2" to your first and last name. (Ex. Jenny Laredo)	
	Save the Excel Workbook as "Excel_Your Name." Ex. "Excel_Jenny Laredo")	
	Upload the file to Trello.	

WORKING WITH COLUMNS, ROWS, AND NUMBERS

INSTRUCTIONS: After watching each demonstration, complete the following activities in the *Excel2_Workbook* file to practice your basic Excel skills. All tasks should be completed using the command buttons in Excel.

Activity A.1 – Working with Columns and Rows

INSTRUCTIONS	COMPLETE
Freeze the top row (Row 1) using the "Freeze Top Row" command button from the "Freeze Panes" menu on the "View" tab.	
Insert a blank column to the left of Column A (<i>Activities</i>)	
Cut Column C (<i>Food</i>) and insert it in front of Column B (<i>Activities</i>).	
Sort the spreadsheet by Column B (<i>Food</i>). Sort from A-Z.	
Use AutoFill to copy cells D1-D6 into E1-E6.	
Adjust Column E so that the text fits completely inside the column.	
Change the page orientation to "Landscape" using the "Orientation" command button on the "Page Layout" tab.	

Activity A.2 – Working with Numbers

INSTRUCTIONS	COMPLETE
Sort the numbers in Column A (and only Column A) from smallest to largest.	
In cell A6, use the AutoSum command button to calculate the average of the numbers in cells A1-A5.	
Sort the numbers in Column B (and only Column B) from largest to smallest.	
In cell B6, manually enter the formula =B2-B3 to calculate the remainder.	
In cell C6, calculate the product of the number in cell C1 multiplied by the number in cell C4 by selecting the "Product" function from the "Math & Trig" menu on the "Formula" tab.	
Bold the numbers in cells A6-C6.	

CHARTING YOUR ISLAND SURVIVAL

INSTRUCTIONS: Create one chart in Excel that clearly communicates who/what you requested for your stay on a deserted island (based on the scenario below).

Scenario: You wake up one day on a boat. The captain tells you they will drop you off on a deserted island where you must survive for two months with only the clothes on your back. He promises you that he will make one additional delivery, bringing you whatever three people and three items you choose.

On a new tab in your Excel workbook, create a chart that shows who/what you will choose, and why. You can design a chart that suits you; however the chart must contain the following Excel features:

- | | |
|--------------------------------|--------------------------------------|
| ___ A frozen top row | ___ At least 2 font colors |
| ___ At least 2 font sizes | ___ At least 2 fill colors |
| ___ Bolded text | ___ Box borders on at least one cell |
| ___ Merged cells | ___ Wrapped text |
| ___ Landscape page orientation | |

Remember to save your Excel workbook with your name and upload to Trello!

People I will request:

1. _____

Reason: _____

2. _____

Reason: _____

3. _____

Reason: _____

Items I will request:

1. _____

Reason: _____

2. _____

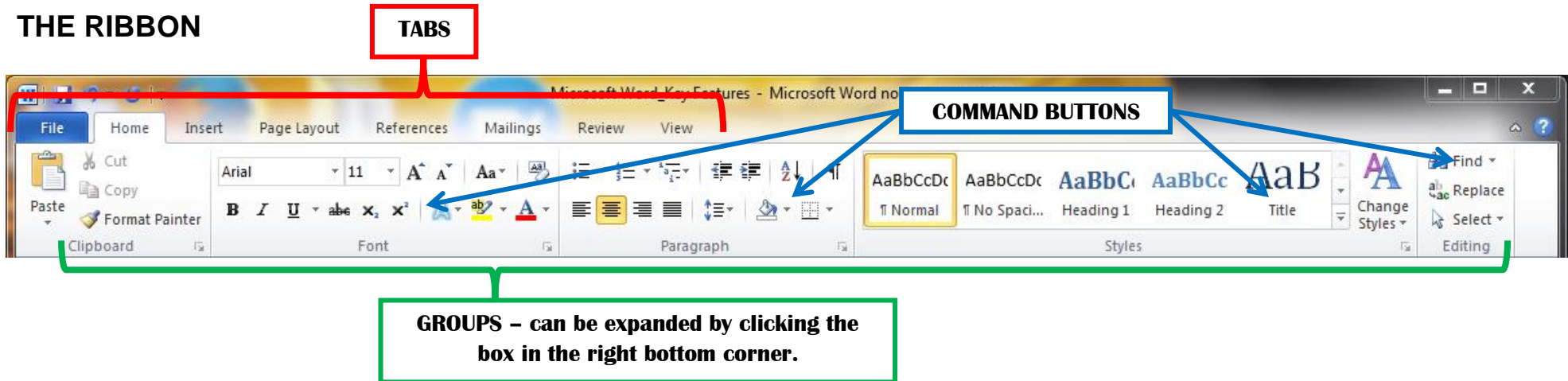
Reason: _____

3. _____

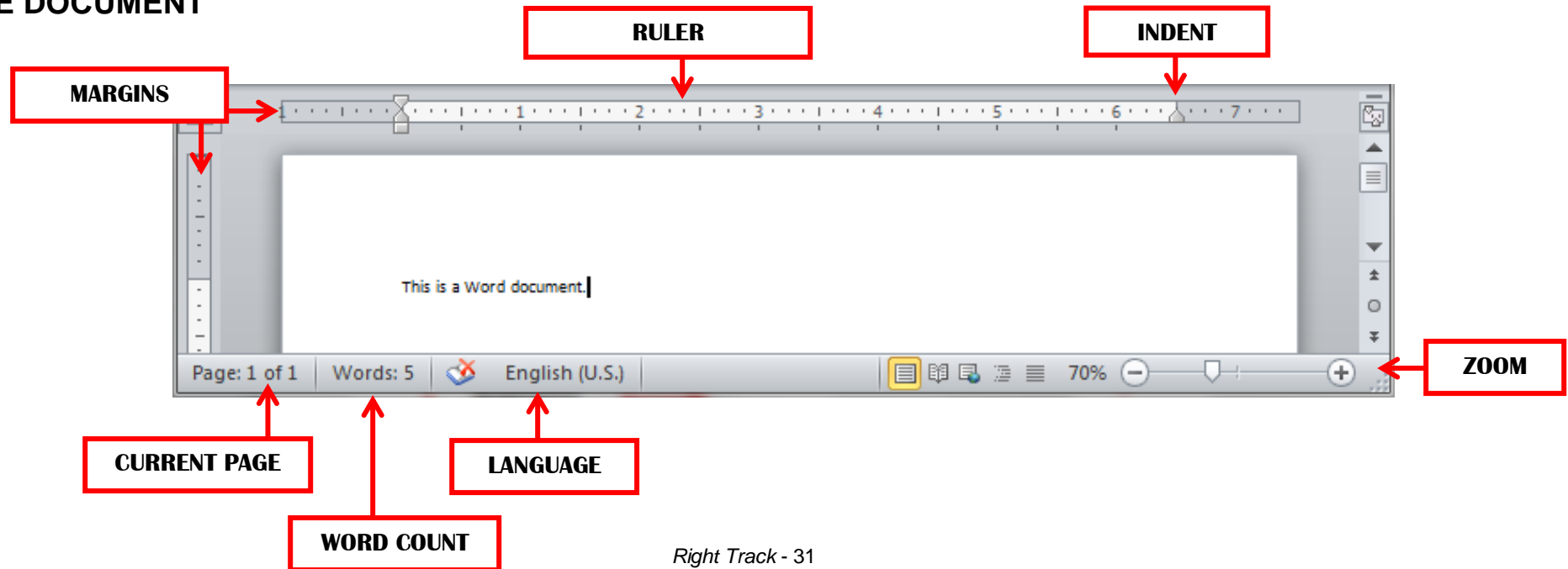
Reason: _____

KEY FEATURES IN MICROSOFT WORD

THE RIBBON



THE DOCUMENT



WORKING IN MICROSOFT WORD

INSTRUCTIONS: After watching the demonstration, complete the following exercise to practice your basic Word skills. All tasks should be completed using the command buttons in Word.

- ___ Download and open the *Microsoft Word_Agenda Template* file.
- ___ Rename and save the file to the desktop as *Microsoft Word_Your Name*, using the “Save As” command button on the “File” tab. (Ex. *Microsoft Word_Jaime Alvarez*)
- ___ Change the page orientation to "Portrait" using the "Orientation" command button on the "Page Layout" tab.
- ___ Change the page margins, using the “Margins” command button, so that the top and bottom border are 1 inch, while the sides are .75 inches.
- ___ Center the agenda title and the date in the middle of the page, using the “Center” button from the “Paragraph” group on the “Home” tab.
- ___ Change the font for the title and date to Cambria, using the Font menu.
- ___ Bold the title and change the font size to 16 and the font color to dark green.
- ___ Hit enter after the date to add a line break (space) between the heading and the agenda.
- ___ Highlight and align the rest of the text to the left-hand side of the page.
- ___ Change the font on everything but the heading to “Georgia.”
- ___ Bold and underline “Order of Business” and add a line break (space) after it.
- ___ Highlight everything under “Order of Business” and use the “Numbering” command button in the “Paragraph” group to number the agenda using roman numerals (ex. I, II, III).
- ___ Indent “Email accounts,” “Cubicles,” “Training,” “Event sace,” “Catering,” and “Upcoming Vacations” using the “Increase Indent” command button in the “Paragraph” group. This should change them to lettered sub-items.
- ___ Cut and paste the “Upcoming vacation” bullet to sit underneath “Other Business”
- ___ Change the spacing on the numbered list to 1.5 using the “Line and Paragraph Spacing” command button.
- ___ Use the “Spelling & Grammar” command button on the “Review” tab to examine the two highlighted errors on the agenda and make the necessary corrections.
- ___ Use the “Page Borders” command button on the “Page Layout” tab to give the entire page an outside border.

MY DREAM MUSIC FESTIVAL

INSTRUCTIONS: Create one poster in Word that advertises the lineup for your dream music festival.

Scenario: Congratulations! Right Track is putting on a music festival and you were chosen as the festival organizer. You got to pick the performers. Now you need to put together a poster advertising who will serve as the opening and headlining acts for each night of the festival. You can choose artists from any time period and/or location (even if they are no longer living!).

Open the *Microsoft Word_Poster Template* file and use “Save As” to save a copy with your name (Ex. *Microsoft Word_Jenny Soto*). You can use the template to guide you, but should feel free to design a poster that suits your style. You must complete the poster in the allotted time (20 minutes).

The final poster must contain the following features from Word:

- | | |
|----------------------------|--|
| ___ At least 2 font colors | ___ At least 2 font sizes |
| ___ At least 2 font faces | ___ Italicized <u>or</u> underlined text |
| ___ Bolded text | ___ Center-aligned text |
| ___ Non-standard margins | ___ Page border |

Remember to save your Microsoft Word document with your name and upload to Trello!

Headliners:

Night 1: _____

Night 2: _____

Night 3: _____

Opening Acts:

Night 1: _____

Night 1: _____

Night 2: _____

Night 2: _____

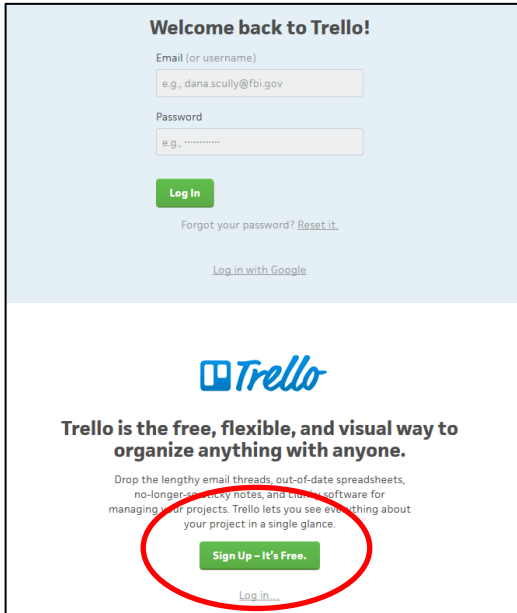
Night 3: _____

Night 3: _____

CREATE A TRELLO ACCOUNT

STEP 1: Go to trello.com.

Hit “Sign Up – It’s Free.”



Welcome back to Trello!

Email (or username)
e.g., dana.scully@fbi.gov

Password
e.g., *****

[Log In](#)

Forgot your password? [Reset it.](#)

[Log in with Google](#)

Trello

Trello is the free, flexible, and visual way to organize anything with anyone.

Drop the lengthy email threads, out-of-date spreadsheets, no-longer-relevant notes, and clunky software for managing your projects. Trello lets you see everything about your project in a single glance.

[Sign Up – It's Free.](#)

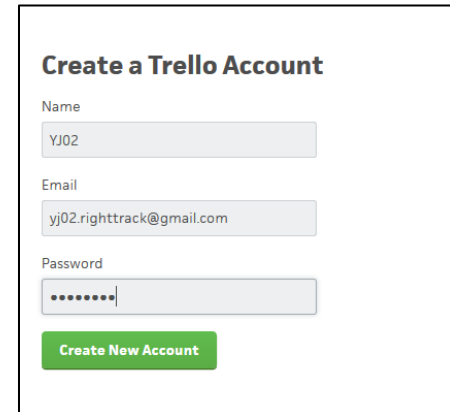
[Log in...](#)

STEP 2: Enter your first and last names.

Enter your email address. It should be one you can sign into during summer.

Create a secure password. Remember to use capital and lowercase letters and at least one number. (Ex. “Best1ntern”)

Hit “Create New Account.”



Create a Trello Account

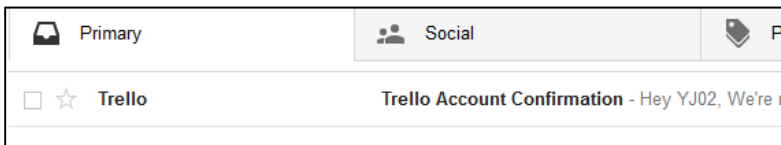
Name
YJ02

Email
yj02.righttrack@gmail.com

Password

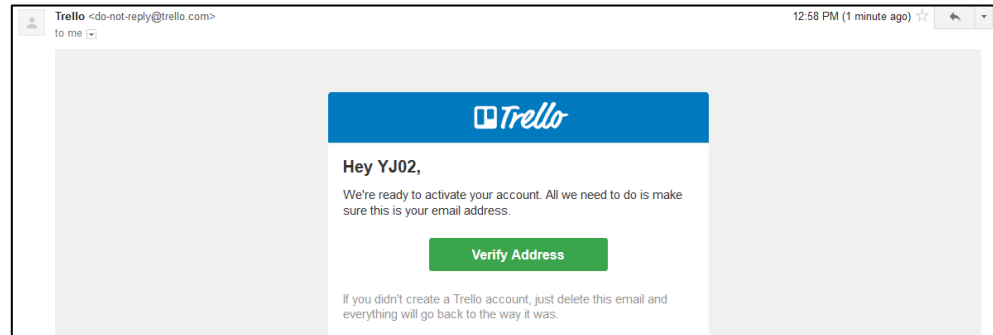
[Create New Account](#)

STEP 3: Check your email account. You should have an email from Trello to verify your address. This is a required step to keep your Trello account active.



Primary Social P

☐ ☆ Trello Trello Account Confirmation - Hey YJ02, We're r



Trello <do-not-reply@trello.com>
to me

12:58 PM (1 minute ago)

Trello

Hey YJ02,

We're ready to activate your account. All we need to do is make sure this is your email address.

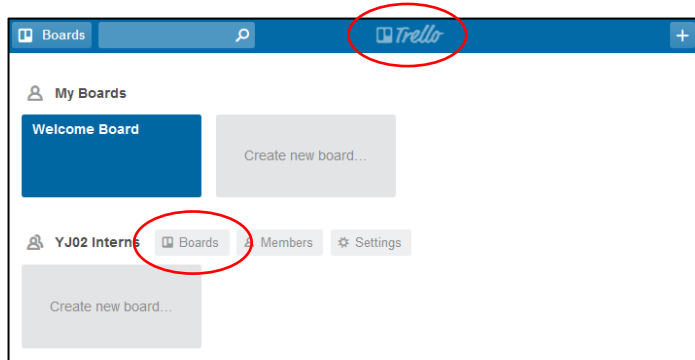
[Verify Address](#)

If you didn't create a Trello account, just delete this email and everything will go back to the way it was.

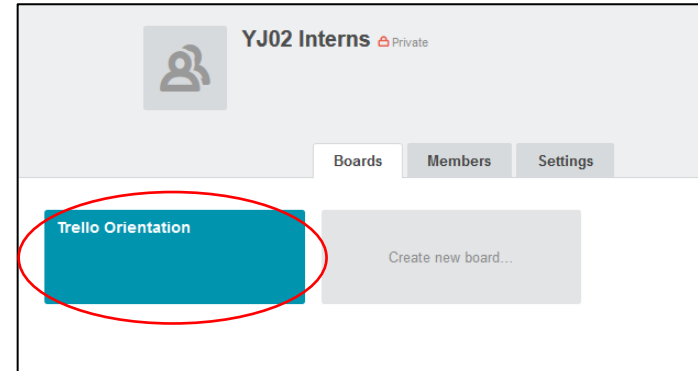
JOIN A TRELLO BOARD

STEP 1: Click on the Trello symbol to go to your home page.

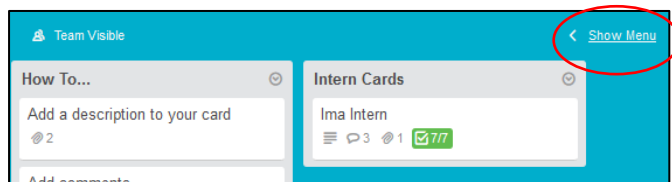
Under YJ02 Interns, select “Boards.”



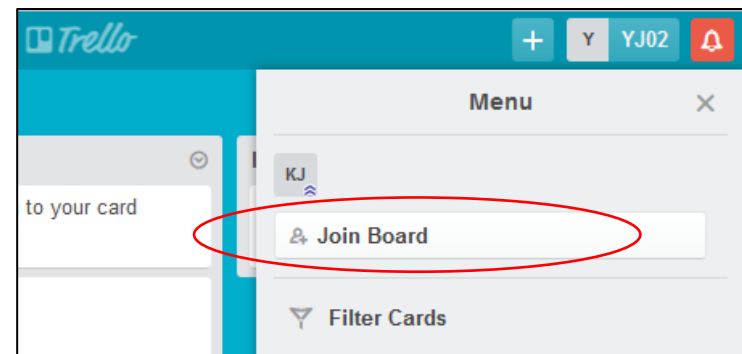
STEP 2: Select the “Trello Orientation” board.



STEP 3: On the right side of the screen, click on the link that says “Show Menu.”



STEP 4: Select “Join Board.”



Digital Literacy Standards

NORTHSTAR DIGITAL LITERACY STANDARDS FOR EMAIL

1. Define: email
2. Register for new email account in online program
3. Create username and secure password
4. Log into email
5. Create an email message
6. Address an email, including to more than one recipient
7. Send an email
8. Open an email
9. Reply to only the sender of an email or to all recipients (reply all)
10. Forward an email
11. Add an attachment to an email
12. Open an attachment in an email
13. Move or delete an email and retrieve an email from the trash
14. Understand basics of email etiquette: don't use all capital letters, fill in the subject line, use appropriate greetings & closings
15. Use caution when opening an email from an unfamiliar or unexpected source and avoid opening suspicious attachments
16. Avoid giving out personal information (especially financial information) or email address to unfamiliar people
17. Identify and delete junk mail, including spam
18. Be selective and cautious about forwarding email to large groups of people
19. Define: Computer virus
20. Define and tell the difference between a URL and an email address (see World Wide Web)

NORTHSTAR DIGITAL LITERACY STANDARDS

FOR MICROSOFT EXCEL

1. Open a workbook.
2. Identify parts of Excel Screen: ribbon, formula bar, active cell, name box, column letter, row number.
3. Identify sheet tabs, create a new tab, and rearrange tabs.
4. Name worksheets.
5. Locate a cell.
6. Create headings and freeze them.
7. Format cells: bold, underline, size, merge and center, wrap text, number (currency, time, percentages, etc.).
8. Adjust rows and columns.
9. Insert and delete rows and columns.
10. Enter data in a cell.
11. Select a range.
12. Sort data (least to greatest, alphabetically, etc.).
13. Use AutoSum (Sum, average, etc.).
14. Write a formula in the formula bar (-, +, *, /).
15. Use Auto Fill.
16. Copy and move cell entries.
17. Choose page orientation.
18. Create a graph using data.
19. Save and name workbook.
20. Select a print area and print.
21. Save and close workbook using the ribbon.

NORTHSTAR DIGITAL LITERACY STANDARDS

FOR MICROSOFT WORD

1. Create a new document
2. Save and close a document
3. Open existing document
4. Identify ribbon and toolbars
5. Demonstrate knowledge of the difference between "Save" and "Save As" functions.
6. Use Save As to save to a particular folder or file location and name the document.
7. Use undo and redo arrows
8. Cut, copy and paste
9. Use spell check and grammar check
10. Format the size, color and type of font
11. Align text: left, center and right justify
12. Set single or double spacing
13. Use bullets and automatic numbering
14. Use print preview and print.
15. Set margins
16. Select portrait or landscape
17. Identify file extensions, corresponding document types and associated programs used to open them: pdf, xls, doc, docx, rtf, pub, ppt, pptx

YJ02 STANDARDS FOR WORKPLACE CALENDARS

1. Open a personal information manager.
2. Locate the mail, calendar, contacts, and tasks in a personal information manager.
3. Switch between the day, month, week, and month views of a calendar.
4. Navigate to a specific date on the calendar.
5. Identify the topic, time, and location of existing appointments on a calendar.
6. Create a new calendar appointment.
7. Set a start and end time for an appointment.
8. Add a subject line to a calendar appointment.
9. Add a location to a calendar appointment.
10. Invite guests to an appointment.
11. Add a message to a calendar appointment.
12. Indicate availability (free, busy, out-of-office, etc.) during an appointment.
13. Set up a reoccurring appointment.
14. Find a calendar appointment in an email inbox.
15. Accept a calendar appointment.

YJ02 Workplace & Training Policies

ATTENDANCE

Reliability, consistency, and timeliness are crucial for success during your YJ02 summer internship. With this in mind, we ask interns to uphold the following attendance policy.

As with all Right Track policies, we expect you to also always follow whatever attendance policies are put in place by your employer.

1. Attend your internship every day you are assigned to be there.
2. Attend every training session. These sessions are paid for by the employer and are a required component of the program. If you miss training, you will not be paid for those hours. Unexcused absences may result in the termination of your Right Track internship.
3. If you are running late, call before you are late to inform your supervisor (for work) or job coach (for training); if they don't pick up, leave a message.
4. In the case of a last-minute illness or a family emergency: call as soon as possible to inform your supervisor (for work) or job coach (for training).
5. If you need to request time off:
 - a. Talk to your supervisor and request time off.
 - b. If your supervisor agrees, notify your job coach via email. Include the date(s) and time(s).
 - c. Add your "Out of Office" information to your work calendar, if your workplace has assigned you an email address/calendar.
6. If you have multiple absences and your supervisor expresses concern, Right Track staff will become involved. Missing 3 or more days of work with insufficient notification can result in the termination of your internship by Right Track or your employer.

DRESS CODE

All Right Track – Youth Jobs 02 interns are expected to wear professional, work-appropriate attire to the internship and training.

When you are dressing for training and work, please remember that how you dress sends a message about how seriously you take your work. Some workplaces are more formal than others and some workplaces allow casual clothing (like jeans) on Fridays, but you should never be dressed more casually than your colleagues.

As with all Right Track policies, we expect you to also always follow whatever dress code is put in place by your employer.

Guidelines:

- Professional grooming is required. Please:
 - Shower daily
 - Use deodorant
 - Brush your teeth
 - If you use cologne or perfume, use it lightly
 - Keep your fingernails clean and trimmed.
- Hair should be combed and clean.
 - Keep long hair away from your face/eyes.
 - Hair should not be spiked or dyed an unnatural color.
- For men, if you have facial hair it must be trimmed and neat.
- Make-up should be neutral colors and moderate (no excessive makeup).
- Body jewelry and tattoos should be covered in the workplace.
- Earrings should not exceed 1 inch in length.
- All clothes must be clean and wrinkle-free.
- Shoes must be clean and of a business design.
 - No sneakers/tennis shoes.
 - No flip-flops.
 - No open-toed, knee-high, or backless shoes.
 - No heels taller than 2 inches.
 - Socks should be dark colors (black, brown, dark blue).
- No sleeveless tops. Dresses, blouses, polo and button-up shirts must have sleeves.
- Shirts:
 - Must be fully buttoned. No exposed cleavage.
 - Must fit correctly; no oversized or tight clothing.
 - Solid materials only. Nothing sheer or see-through.
 - Must be tucked in and stay tucked in when moving and bending. Skin must NOT be visible between the shirt and the pants/skirt.
- No baggy sweaters or hoodies. No sleeveless vests or sweaters.
- Properly fitting slacks and skirts are required.
 - Pants should not be baggy, sagging or too tight.
 - Skirts must reach the knee and should not be too tight.
 - No jeans, leggings, yoga pants, or shorts.
 - Belts should have a plain buckle.
- Cell phones and music players should be kept out of sight when at work. If your supervisor allows you to use headphones, Right Track recommends listening with one ear, in order to hear colleagues, the phone, etc.

SOCIAL MEDIA AND ONLINE ACTIVITY

The Right Track social media guidelines are intended to help protect you, as a participant of the Right Track program, and to ensure that we all contribute to a community (on and offline) that is respectful, thoughtful, and inclusive. Please abide by these guidelines throughout the summer. We also encourage you to use these guidelines as you move forward in your schooling and careers.

As with all Right Track policies, we expect you to also always follow whatever social media policies are put in place by your employer.

7. **Use your cell phone only for emergency phone calls.** Do not text, go online or take personal calls when you are working. If you absolutely need to take a call, step out into the hallway, breakroom, or other non-work space and keep the conversation brief (5 minutes or less).
8. **Never use social media at work, unless it is for work purposes.** Your employer is paying you to work. Even if you have some down time, you should keep your phone out of the way, and should not go to any social media site using a work computer.
9. **Never use work email accounts for personal purposes.** Do not send private email using a work account, and do not encourage others to send private email to you at your work account. *Most workplaces have a policy in place that allows them to search and review anything you send or access online using their email service, devices, and/or internet connection.*
10. **Never share confidential information.** Do not post your own private information for others to see (ex. home address). Also, never share confidential information from your internship. Sharing confidential information outside of work can lead to the loss of your internship and may even lead to legal action against you.
11. **Do not say negative things about your job, your employer, or your colleagues online.** This is not illegal, but it can ruin your relationships with your employer and could affect the willingness of other people to hire you in the future.
12. **Avoid drama.** Do not be cruel to others, do not forward harmful messages or embarrassing photos, and do not impersonate other people by using their accounts or devices or by creating fake pages. Do not use racist, sexist, homophobic, or other derogatory language.
13. **Think about your offline reputation before you post.** What you say online can impact how people view and treat you in the real world. In some jobs, what you say online can result in disciplinary action, including firing.
14. **Understand that the internet never forgets.** Anything you create or communicate can be forwarded, cut, altered, and reposted. Even with privacy settings in place, if a friend decides to grab a screenshot of something you posted, you could still end up in a bad position.

Your Notes

YOUR NOTES

DATE: _____

TOPIC: _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

YOUR NOTES

DATE: _____

TOPIC: _____

[illegible]

YOUR NOTES

DATE: _____

TOPIC: _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

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TOPIC: _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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TOPIC: _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

YOUR NOTES

DATE: _____

TOPIC: _____

[illegible]

YOUR NOTES

DATE: _____

TOPIC: _____

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

YOUR NOTES

DATE: _____

TOPIC: _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

YOUR NOTES

DATE: _____

TOPIC: _____

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

YOUR NOTES

DATE: _____

TOPIC: _____

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



SAINT PAUL. YOUTH JOBS.